



Information Technology Board

Meeting Agenda

Leading the way in enterprise-wide technology

Date: October 27, 2009 **Time:** 9:30-11:00 am **Location:** CCB Room 260

Chairman: Michael W. Rodman **CIO:** Glen A. Baker

Minutes:

- Approval of the September 22, 2009 Meeting Minutes

Status Updates:

- IT Board Business
- ISA Report
- ISA Financial Report and MBWBE Update
- LoGO 3rd Quarter Report

Action Items:

- Resolution 09-16: DAI Contract Extension
- Resolution 09-17: Woolpert Contract
- Resolution 09-18: Pictometry Contract
- Resolution 09-19: Cogsdale Online Famis & Adpics Maintenance Agreement

Discussion Items:

- Applications Service Model Update
- Maintenance Agreements

Adjourn:

The next scheduled IT Board meeting is on November 24, 2009 at 9:30 AM in CCB Room 260

Attachments:

Contracts < \$100,000



Information Technology Board Meeting Minutes

Leading the way in enterprise-wide technology

Date: September 22, 2009 **Time:** 9:30-11:00 am **Location:** CCB Room 260

Chairman: Michael W. Rodman

CIO: Glen A. Baker

Information Technology Board Members Present:

Michael Rodman	Marion County Treasurer	Chairperson, Voting Member
Jennifer Ruby	City County Council Appointee	Secretary, Voting Member
David Reynolds	City Controller	Voting Member
Greg Bowes	Marion County Assessor	Voting Member
Julie Phealon	Mayoral Appointee	Voting Member
Mark Renner	Acting Director of Public Safety	Voting Member
Judge William Young	Marion County Superior Court	Voting Member
Major Emil Daggy	Marion County Sheriff's Department	Proxy Voting Member
Glen Baker	Information Services Agency	Chief Information Officer
April Schultheis	Office of Corporation Counsel	Legal Counsel

Information Technology Board Members Not Present:

Beth White	Marion County Clerk	Voting Member
-------------------	---------------------	---------------

Present: Aaron Hood, Cheryl Walters, Rusty Robinson, Phil Brummit, Chuck Carufel, Dan Pavey.

Guests: Sean Fahey, ACS; Jim Nelson, DAI; Pete Daniels, DAI; Ami Guilfooy, LoGO; Tom Heldt, Ciber; Joe Mason, IMPD; Renee Washington, Northrop Grumman; Jeff Snodgrass, Northrop Grumman; Joe Lex, Northrop Grumman; Jeff Hayhow, Northrop Grumman; Frank Short, Northrop Grumman; John DeCocq, Northrop Grumman; Mark Simmermon, Northrop Grumman; Christie Denzer, Accenture; Brian Detty, CSCI Consulting; Beth Bagnell, Ciber; Chad Peruba, Lawson; Wayne Patrick, PDD; Mark Gibson, Netwise Resources.

The September 22, 2009 IT Board Meeting was called to order at 9:34 by Mr. Rodman, Chairman.

Minutes

Approval of the August 25, 2009 IT Board Meeting Minutes

Judge Young made a motion to approve the August 25, 2009 IT Board Meeting Minutes and the motion was seconded by Ms. Ruby, and carried with assenting votes by Mr. David Reynolds, Mr. Mark Renner, Judge Young, Mr. Greg Bowes and Mr. Daggy.

IT Board Business

Mr. Rodman welcomed Major Daggy as a new proxy member to the IT Board.

Mr. Rodman also stated he would like some open discussion on maintenance contracts that are over \$100,000 but are mandatory maintenance agreements that might be excluded from board approval. The IT Board came to the conclusion that they wanted to continue to review any contracts over \$100,000.



Information Technology Board Meeting Minutes

Leading the way in enterprise-wide technology

ISA Report

Mr. Glen Baker, CIO, presented the ISA Report as follows:

Update on two major contract initiatives:

- 1) Completed work on the **AT&T 4 year Master Svcs Agreement** for WAN services and should be signed by the end of September.
- 2) Continue to work with **DAI** to finalize a **three year extension alternative**. Expect to bring forward either the one or three year extension contract next month.
- 3) Thanks to April Schultheis and OCC for all their support.

3 new initiatives this month:

- 1) **EBIRS Preparation For 2009 Special Election (Clerk and Election Board)**
 - a. DAI converted EBIRS to a Web-based application. Final user testing underway - should be completed in October in time for the special election.
- 2) **Domestic Relations Counseling Bureau Document Generation System (Courts)**
 - a. Create a document generation application to automate the workflow for Court Referral Sheets and Reports that are processed by the DRCB Director.
- 3) **Integrated Regional Information System (Public Safety)**
 - a. Create a centralized, regional database to enable officers to quickly and accurately identify suspects and criminals they come into contact with.
 - b. IMPD is working with 30 other law enforcement agencies from surrounding counties to create this tool.

Three initiatives completed this month:

- 1) **Document Management Rollout Strategy**
 - a. We have chosen a strategy for implementing capabilities for large, sophisticated requirements and small, simple applications.
 - b. FileNet will be our solution for large, sophisticated document management requirements and may be able to scale down to be economical for our small, simple requirements in the future.
 - c. We have chosen an externally hosted approach for small, simple document management needs. We published a request for qualifications and are working with Purchasing and OCC to analyze several bids from potential suppliers.
 - d. Thanks to Rusty Robinson, our Purchasing Dept., our pilot department (OCC) and Direct Path for their help developing the strategy
- 2) **MAC Citizens Portal Feasibility Study**
 - a. Completed the feasibility study focused on understanding whether our current Siebel CRM or Microsoft's CRM systems could offer a quick, low cost solution for our citizen's portal requirements.
 - b. Found that neither alternative offered a low cost, quick solution that would warrant deferring the RFP process.
 - c. Will be launching an effort to document ISA's requirements and create an RFP.
 - d. Thanks to Rusty Robinson, Rick Petrecca as well as Sarah Taylor and her MAC staff for work on this study.
- 3) **GIS Services RFI**
 - a. Completed the analysis of GIS Services proposals and expect to bring a contract forward at the October Board meeting.
 - b. Thanks to Chuck Carufel, the Purchasing team and the evaluation team for and his team, DAI and our partners at DMD



Information Technology Board Meeting Minutes

Leading the way in enterprise-wide technology

Brief update on our largest projects:

- 1) **Accela Phase II (OCE, HHC and Business Licensing Lite)**
 - a. A brief presentation later
 - b. Have resolved the financial issues that had slowed our progress a bit and were posing significant risk to the project
- 2) **PVD Property System**
 - a. On target to issue the 08pay09 tax bills in October
 - b. On plan to complete development for major system functions this year
- 3) **ERP Business Requirements and Solution Selection**
 - a. Issued the solution RFP on-time last week
 - b. Tremendous enterprise wide effort – puts us on solid ground going into the evaluation and selection phase
 - c. Like to thank a number of key contributors
 - i. Our lead partner on this phase Bucher & Christian, particularly PM Gary Greenburg
 - ii. Our supporting partner GFOA and their lead resource Nadeen Biddinger
 - iii. Our very dedicated steering committee including:
 1. Aaron Hood, Chuck White, Shirley Mizen, Jeff Fuller, Manny Mendez, Glenn Lawrence, Doug King, Tom Creaser, Kevin Ortell
 - iv. All the functional team members who dedicated countless hours defining and fine tuning the 3,000+ requirements.

As for our vendor performance in July, both NG and DAI met all of their SLRs.

Judge Young congratulated Mr. Baker on his aggressive timeline for the RFP.

ISA Financial Report

Mr. Aaron Hood, CFO, gave an overview of the ISA Financial Report that covers YTD through August, 2009.

Expenses: \$44,412,773 was budgeted for 2009, \$24,428,644 was used YTD 09, which equals 55.0% used overall. **Revenue:** \$35,475,421 was budgeted for 2009, \$20,952,508 was used YTD 09, which accounted for 59.1% collected. The 2009 budget includes approximately \$7.6 million in prior year purchase orders which are still active and of that amount nearly \$4 million has been spent. ISA records revenue in the year received. This includes payments received from the 4th Qtr 2008 billings and approximately \$1.2 million from a prior year grant. There is also approximately \$1 million in prior year revenue that we could receive this year from a fiscal ordinance.

The Service Areas show a total of \$8,883,628 spent for YTD Jul 09 compared to \$8,862,693 for YTD Jul 08. This made for a \$20,935 variance.

Judge Young asked about the resolution 09-15 pay schedule, due to the 18 month contract, if part would be paid in 2009 and part in 2010. Mr. Hood stated he believed it would all be paid in 2009.

Action Items

Resolution 09-15 approve the contract between Information Services Agency and Environmental Systems Research Institute, (ESRI), Inc. for Software Licenses and Maintenance



Information Technology Board Meeting Minutes

Leading the way in enterprise-wide technology

Mr. Chuck Carufel, Manager of Systems Development of ISA presented Resolution 09-15 that asks for approval from the IT Board approving the recommendation of Glen Baker, CIO to authorize the approval of contract between ISA and ESRI, Inc. for software licenses and maintenance for eighteen months with a cost not to exceed \$169,259.99 for the quoted period.

Mr. Reynolds asked how it is decided how many licenses are enough. Mr. Carufel stated that originally 55 licenses were purchased and at any given time they have 10-15 license going unused but it was decided to continue to pay for all of them to avoid letting any lapse then when needed have to pay all unpaid time from last used to current to become activate licenses again.

Ms. White made a motion to approve Resolution 09-14. The motion was seconded by Judge Young, and the motion passed unanimously.

Discussion Items

Accelarate Indy Project Update

Ms. Carol Horne and Ms. Barbara Brinson presented the overview of Accelarate Indy Project Update which covered the following:

- Accela Phase 1 Go-Live Review (Planning & IHPC)
 - Planning and IHPC
 - FileNet – P8 Upgrade and Accela Interface
 - XAPO – Live!
 - Infrastructure
- Phase II – Critical Upcoming Tasks (OCE, HHC & Lic Lite)
- Phase II – Accomplishments (OCE, HHC & Lic Lite)

Mr. Reynolds asked for clarification on an acronym and what Accela does for the Historical Preservation Commission.

Ms. Brinson stated the commission is able to process all of their case work like zoning petitions, variances, and board reports through Accela. It is a way for them to plan development for the City.

Security Briefing

Mr. Phil Brummit presented the Security Briefing presentation which covered the following:

- Strategic Objectives
 - Strengthen our Security Posture
 - Increase User Awareness
- Initial Step: Microsoft Security Risk Assessment completed in 2009
- Assessment Scope
 - Service components & processes that rely on Microsoft's products & solutions
 - Areas Covered – Infrastructure, Applications, Operations & People
 - Areas Not Covered – Mainframe hosted services and components, Network infrastructure and Other non-Microsoft components
- Results
 - Overall Assessment – positive
 - Forty-six recommendations presented
- Next Steps
 - Implement appropriate technical requirements from Microsoft assessment
 - Update security policies and procedures
 - Enhance user awareness/education programs



Information Technology Board Meeting Minutes

Leading the way in enterprise-wide technology

- Conduct external vulnerability scan
- Conduct mainframe security assessment

Mr. Rodman asked for guidance on how to manage all the passwords. Mr. Baker said there are things we can do to help like creating a single sign on for internal applications.

Mr. Reynolds asked if there was a timeline on updating the security policies and procedures. Mr. Baker said we should have a draft of policies and procedures by early November.

Ms. Phealon asked if we have risk management goals. Mr. Baker said we do but not documented well enough for us to communicate. That will be in the process of updating our policies and procedures.

Mr. Rodman adjourned the September 22, 2009 IT Board meeting at 10:50 a.m.



Information Technology Board

October 2009 ISA Report Summary

Leading the way in enterprise-wide technology

ISA Project Status

ISA Major Business Initiatives	
BI1 - Improve Customer Service	BI5 - Improve Quality of Service
BI2 - Improve Operation Efficiencies and Reduce Cost	BI6 - Increase Understanding of Constituent Interactions
BI3 - Increase Transparency to Citizens	BI7 - Make the Region Safer & Healthier
BI4 - Improve Neighborhoods	BI8 - Accelerate Economic Development

Project	BI	Phase	Scheduled Finish Date	Time	Budget	Scope	Overall Status
EBIRS Preparation for 2009 Election	BI2	Complete	10/20/2009	Blue	Blue	Blue	Blue
DRCB Document Generation System	BI2	Complete	10/21/2009	Blue	Blue	Blue	Blue
Hosting Srvs Analysis	BI2	Executing	10/31/2009	Green	Green	Green	Green
Boards & Commissions App	BI3	Executing	11/18/2009	Green	Green	Green	Green
MOSS 2007 – Enterprise Rollout	BI5	Executing	01/29/2010	Yellow (11/30)	Green	Green	Green
Altiris Service Desk	BI2	Executing	12/18/2009	Green	Green	Green	Green
Voter Information Portal, (VIP)	BI1	Executing	12/31/2009	Green	Green	Green	Green
ISANG Transition	BI2	Executing	01/01/2010	Green	Green	Green	Green
Wide Area Network Services Migration	BI2	Executing	01/31/2010	Green	Green	Green	Green
Courts HR & Payroll Phase 1	BI2	Executing	02/06/2010	Green (10/23)	Green	Green	Green
Accela (OCE, HHC, Lic)	BI2	Executing	03/31/2010	Yellow	Green	Green	Green
PVD Property System	BI2	Executing	04/30/2010	Green 11/30	Green	Green	Green
ERP Business Reqs and Solution Selection	BI2	Executing	04/30/2010	Green	Green	Green	Green
Office 2007 Implementation	BI2	Executing	08/02/2010	Green	Green	Green	Green
Integrated Regional Information System (IRIS)	BI7	Planning	TBD	Green	Green	Green	Green
Citizens Service Web Portal	BI3	Planning	TBD	Green	Green	Green	Green
Downtown Wireless Alternatives Study	BI7	Planning	TBD	Green	Green	Green	Green

Note: The keys for these categories are located on the last page of this report.



Information Technology Board

October 2009 ISA Report Summary

Leading the way in enterprise-wide technology

Current Project Summary Descriptions

Accela Automation

Implementation of a land management system. Accela will replace many legacy systems and institute automation into several manual processes. Major project stakeholders include Department of Metropolitan Development, Office of Code Enforcement and Marion County Health and Hospital. We are currently implementing basic Accela functionality and business licensing "lite" for OCE and HHC

Altiris Service Desk

Altiris Service Desk will replace the current Siebel incident tracking tool used by ISA and NG. The Altiris tool will provide a richer toolset with additional features allowing for expanded usage and closer integration with the tools currently in use to track IT inventory and manage desktops. ISA will see a significant cost savings, increased productivity and an enhancement in our ability to provide customer service with the deployment of this product. The project will be broken into multiple phases with the first phase aimed at getting all of the NG staff using the tool.

Boards & Commissions App

The Mayor's Office and the City-County Council track membership of 111 Boards and Commissions. The tracking of that membership is done through an obsolete Microsoft Access application. This initiative will replace the Microsoft Access application with an online application developed and hosted by Local Government Online Indiana (LoGO). The new application will maintain the responsibilities of the Boards and Commissions, the membership to each, the member terms, and qualifications. There will also be administrative functionality allowing the Mayor's Office and the Council Office to maintain membership such as notices for term expirations, etc. The public will be able to search for information such as which Boards and Commissions have vacancies and what the different Boards and Commissions are responsible for.

Citizen Service Web Portal

This project will create an on-line, web-based citizen portal for a wide variety of city/county services. The project will include upgrading the capability of our back-end CRM system. The new on-line portal will ultimately include multi-lingual and map capabilities.

Courts HR & Payroll

Implementation of Microsoft GP to upgrade the Marion Superior Courts (MSC) Human Resource and Payroll systems. Implementation of a Grants module will also be included in phase two of the project.

Downtown Wireless Alternatives Study

The objective of this initiative is to provide technical designs, cost estimates and preliminary build-out plans for applicable downtown wireless network alternates. The downtown wireless network must address current and future public safety requirements as well as other city/county applications that can benefit from wireless networks (i.e. parking meters, mobile workforce and Super Bowl information kiosks). We have asked Northrop Grumman, our network services vendor, to provide a study proposal.

DRCB Document Generation System

The Domestic Relations Counseling Bureau (DRCB) has requested a document generation system utilizing the existing DocGen framework being used in several other Courts document generation applications. The application allows Court's users to enter and submit the Court Referral Sheet information to the DRCB Director. Once the DRCB Director receives a new case, she'll assign it to one of her employees and a notification e-mail is sent to the person assigned. The employee will create a Referral Report and upload it to the system. After the document is uploaded, the system automatic sends an e-mail to the Court stating the report is ready and available for review.

EBIRS Preparation for 2009 Election

The Election Board Incident Reporting System (EBIRS) has been used for the last five elections held in Marion County. DAI has completed the conversion of EBIRS from a desktop application to a web application which includes additional functionality.

Enterprise Resource Planning (ERP) – Business Requirements and Solution Selection

The scope of this initiative is to gather detailed requirements for an ERP implementation, select an ERP Solution, select an implementation provider (Integrator), and negotiate solutions and implementation contracts.



Information Technology Board

October 2009 ISA Report Summary

Leading the way in enterprise-wide technology

Integrated Regional Information System (IRIS)

A centralized database to properly identify criminals and suspects that officers come into contact with. The goal is to be able to pull data from other surrounding county policing applications in order to have a complete history background on an individual. Indianapolis Metropolitan Police Department is initiating collaboration with 30 surrounding counties to participate in the IRIS project which is grant funded.

ISA/NG Transition

ISA and Northrop Grumman are working together to identify, plan, and communicate the changes that will occur due to the contract extension that has been signed. This includes implementing Altiris Help Desk, moving IT procurement to ISA, and the changing procedures for handling maintenance agreements.

Hosting Services Analysis

The initial goals are to reduce the aggregate costs, increase the efficiency, and to reduce the recovery time for hosting services. A secondary objective is to reduce the environmental impact of ISA's hosting services and increase collaboration with other public entities. The three primary areas of focus are: the z/OS (Mainframe) hosting platform, the externally hosted Infrastructure, and the current disaster recovery locations.

MOSS 2007 – Enterprise Rollout

This project will migrate existing Content Management Intranet sites to the MOSS 2007 environment, convert existing SharePoint 2003 sites to MOSS 2007, and roll out SharePoint to the remaining departments and agencies.

Office 2007 Implementation

This initiative will upgrade Office 2003 to Office 2007 in all City / County Agencies. Office 2007 will provide City / County employees with enhanced tools and

features while keeping the enterprise current on a Microsoft supported Office Productivity package. Office 2007 has been available to early adopters for some time but we are currently planning a more aggressive roll-out that will take place department by department. Rolling out in phases will allow us to test each department's Office macros and existing applications to insure compatibility. Because Office 2007 includes a new look and feel, most notably a new menu structure, emphasis will be placed on providing training resources to users throughout the project.

PVD Property System

This initiative is to implement and migrate to a new PVDNet property tax system running in a distributed computing architecture. The scope includes supporting the Tax Reconciliation initiatives and aggressive tasks to get the tax billing process back on schedule. The major stakeholders on this project are the Treasurer, Auditor, and Assessor.

Wide Area Network (WAN) Services Migration

The objective of this initiative is to migrate off of the end-of-life legacy frame-relay circuits to a robust, scalable infrastructure that will immediately lower costs and improve service.

Voter Information Portal, (VIP)

This web-based GIS application will allow citizens to determine where to vote in an upcoming election, verify their registration status, determine their current elected officials and see sample ballots for an upcoming election. Portions of the portal will be available year-round while other parts will only be available within a certain timeframe of an election. Additionally, the portal will be used by employees to respond to citizen inquiries. This application will replace the existing legacy Polling Place Locator application.



Information Technology Board

October 2009 ISA Report Summary

Leading the way in enterprise-wide technology

Current Project Status, Milestones, & Issues

Accela Automation – OCE/HHC/Business Licensing 'Lite'

- Full Tidemark test conversion – (10/2)
- Configuration Change Development Begins (CR32)

Upcoming Milestones

- Initial Failover Test Complete (10/31)
- CR32 Development Complete (11/09)
- IVR Call Tree Development Complete – (11/16)

Issues

- Latest Tidemark conversion failed
- Contract renewal process is delaying contracting for required report analysis and development resources

Altiris Service Desk

- Training on the Altiris Help Desk was completed for ISA/NG/DAI personnel.
- The Altiris Help Desk solution went live on Friday, September 25.
- Open tickets were migrated into Altiris from the Siebel system.

Upcoming Milestones

- Complete post-implementation tasks (12/01)
- Define items for Help Desk implementation Phase 2 (12/01)

Boards & Commissions App

- Requirements gathering completed
- SOW signed

Upcoming Milestones

- Development complete (10/26)
- UAT complete (11/17)

Citizen Service Web Portal

- Kicked off initial requirements definition process

Upcoming Milestones

- Define Scope, and Requirements for Initial Pilot (11/5)
- Complete Design for initial pilot (11/10)
- Finalize requirements for CRM upgrade (11/10)
- Submit funding request to the EARC (11/20)

Courts HR & Payroll

- Empower has installed time keeping module
- Cogsdale has updated accounting with latest codes.
- ISA-NG has put MSC staff in AD groups to be used by Microsoft GP, cleanup in GP continues.
- MSC is waiting for updates to level 4 & 5 data fields in GEAC.

Upcoming Milestones

- Vacation request testing (11/6)
- Payslip viewing from Business Portal (11/6)
- Rollout of core HR in production (12/31)
- Unitime parallel testing to end (1/23/2010)
- Phase 1 Project completion (2/6/2010)

Issues

- A number of technical challenges delayed the process.
- Integration with City/County and Courts business processes was larger challenge than anticipated.

Downtown Wireless Alternatives Study

- ISA worked with IMPD and the Office of the Mayor to scope the design study
- ISA requested a proposal for designing the downtown wireless infrastructure from its partner Northrop Grumman

Upcoming Milestones

- Proposal from NG (11/1)
- Kickoff study with public safety (11/10)
- Complete initial draft of the study (12/31)

Enterprise Resource Planning (ERP) – Business Requirements and Solution Selection

- RFP Pre-Proposal Conference complete
- Change Management focus groups & interviews are complete
- RFP Evaluation Team selected
- Responded to all written RFP vendor questions

Upcoming Milestones

- Software Vendor RFP response due (10/27)
- Change Management Report due (11/16)
- Software Vendor Finalists selected (12/08)
- RFP for Implementation Services (12/08)



Information Technology Board

October 2009 ISA Report Summary

Leading the way in enterprise-wide technology

Hosting Services Analysis

- Assessment of existing mainframe software maintenance contracts for potential cost reductions
- Assessment of existing SunGard disaster recovery contract
- Upgrade of mainframe's operating system (z/OS) completed

Upcoming Milestones

- Submit recommendation for mainframe maintenance contracts (11/24)
- Upgrade transaction server software (CICS-12/31/09)

MOSS 2007 – Enterprise Rollout

- Completed SharePoint governance engagement with Dyntek
- Assessor SharePoint rollouts completed

Upcoming Milestones

- ISA SharePoint site created (11/06)
- Phase 4 SharePoint Rollout and migrations – Indy Parks, IFD, and Public Defender (11/30)
- Phase 5 SharePoint Rollouts – DMD, OCE, Mayor, Neighborhood Services, and ACC (12/04)
- Phase 6 SharePoint Rollouts – Recorder, Surveyor, Treasurer and Cable Agency (12/18)

Issues

- Rollouts are being delayed by critical department tasks and until the ISA prototype site is created

Office 2007 Implementation

- Office 2007 has been deployed to 785 computers which represents 11% of the enterprise
- Completed deployment to the Indianapolis Fire Department, Indianapolis Parks Department and the Purchasing Department
- Human Resources Department began teaching Office 2007 training classes

Upcoming Milestones

- Complete DMD Planning and Public Defender Departmental Testing (10/31)
- Complete DMD Planning and Public Defender Departmental Deployments (11/30)

Issues

- Some Desktops and Laptops must be refreshed to support this initiative.

Property System Replacement

- Detail requirements gathering is in process for the remaining open RFP requirements
- The 08pay09 net assessed values have been certified by the State DLGF
- The 08pay09 tax calculate has been processed, reviewed and approved
- State Auditor has reviewed and approved the Abstract Worksheet
- The final full bill print file has been generated, post-processed and sent to the bill printer

Upcoming Milestones

- The 08pay09 tax bills are currently on schedule to be mailed (10/23)
- Implementation of major functionality (12/31)
- Final Rollout of All Functionality / Project Completion (04/30/2010)

Integrated Regional Information System (IRIS)

Upcoming Milestones

- Hire a Project Manager (4th Qtr 2009)
- Define requirements (4th Qtr 2009)
- Create and distribute RFP (1st Qtr 2010)
- Select a solution (2nd Qtr 2010)

Wide Area Network (WAN) Services Migration

- Finalized Master Agreement with AT&T
- WAN Migration Project kickoff meeting held

Upcoming Milestones

- Reduction of unnecessary capacity on the SONET Ring (10/31)
- Migration of all frame relay sites-on (03/31)

ISA/NG Transition

- Altiris Help Desk implemented
- ISA Procurement Specialist position filled

Upcoming Milestones

- Procurement process transitioned to ISA (11/01)
- Process defined for tracking Schedule B-1 and Schedule H contracts (11/01)
- City/County wide communication process begins (11/15)

Voter Information Portal, (VIP)

- Software Requirements completed
- Commenced Development
- Prototype Demonstration (10/15)

Upcoming Milestones

- Deploy Application (12/31)



Information Technology Board

October 2009 ISA Report Summary

Leading the way in enterprise-wide technology

Vendor Performance

DAI: DAI met all of the established SLRs for the month of September. There were 185 Application Services tickets opened and 196 closed during the month.

Northrop Grumman: The ISA Helpdesk took 4,210 requests for assistance in September. NG completed 666 regular Install, Moves, Adds and Changes (IMACs) for the month. NG met all SLAs for the month of September.

Project Keys

Scope Key	
VI	Vendor Issue – scope disruption due to some vendor related issue
TI	Technical Issue – scope disruption due to some technical related issue
RI	Resource Issue – scope disruption due to some resource related issue such as resource availability
SC	Strategic Change – scope disruption due to change in strategic direction
BC	Business Change – scope disruption due to change in business or business process

Status Key	
Blue	Project has been completed. This is the last time it will appear on this report.
Red	The project is experiencing significant delays, potential cost overruns, scope increases or critical failure. Hard deadlines may be missed without the application of additional resources. Cost overruns may exceed 10% in excess of original budget. Immediate corrective action or project replanning is needed. Projects that have gone red due to planned strategic changes will return to yellow or green once a revised plan is completed.
Yellow	The project is experiencing or in jeopardy of experiencing minor delays, cost over-runs or scope challenges. Hard deadlines can still be achieved, but original goal dates may be missed. Cost may end up 5-10% over original budget
Green	Project is on time, on budget and/or on scope.
Black	This project has been placed on long term hold, terminated early, or retired

Phase Key	
Initiating	Defining and authorizing the project, including prioritization.
Planning	Develop project scope, schedule and cost estimates. Define the work of the project and how the work will be executed.
Executing	Performing the work of the project according to the scope, schedule and cost baselines established in Planning
Complete	Formal acceptance of the product, service or result



Information Technology Board

Leading the way in enterprise-wide technology

Financial Report

This report describes the financial position of ISA in three areas: Expenses, Revenue, and Service Area Contract Comparison.

2009 vs. 2008 September Year-to-Date Expenses

<i>Characters</i>	Budget 2009	YTD Sep-09	% Used	Budget 2008	YTD Sep-08	% Used
TOTAL EXPENSE	\$44,054,972	\$26,282,628	59.7%	\$41,193,003	\$26,707,520	64.8%
Char 1 - Personnel & Fringes	\$2,898,546	\$2,043,942	70.5%	\$2,994,806	\$1,923,756	64.2%
Char 2 - Supplies	\$30,616	\$10,777	35.2%	\$28,463	\$5,323	18.7%
Char 3 - Contractual Services	\$41,107,506	\$24,214,796	58.9%	\$38,159,734	\$24,778,441	64.9%
Char 4 - Capital & Equipment	\$18,304	\$13,113	71.6%	\$10,000	\$0	0.0%

The 2009 budget includes approximately \$7.6 million in prior year purchase orders which are still active. Of that amount, we have spent \$4.1 million in this calendar year.

2009 vs. 2008 September Year-to-Date Revenue

	Budget 2009	YTD Sep-09	% Collected	Budget 2008	YTD Sep-08	% Collected
TOTAL REVENUE	\$35,475,421	\$23,389,460	65.9%	\$26,603,208	\$16,375,576	61.6%
Chargeback/Pass Through						
City	\$12,607,445	\$11,949,827	94.8%	\$12,514,064	\$9,164,751	73.2%
County	\$12,143,091	\$8,880,272	73.1%	\$12,212,790	\$5,253,467	43.0%
Other (Outside Agencies)	\$240,000	\$271,459	113.1%	\$264,097	\$132,282	50.1%
Telephones						
City	\$824,093	\$1,025,031	124.4%	\$838,374	\$937,620	111.8%
County	\$545,699	\$610,559	111.9%	\$661,025	\$623,181	94.3%
Other (Outside Agencies)	\$148,993	\$268,858	180.5%	\$112,858	\$220,004	194.9%
Miscellaneous Revenue	\$8,966,100	\$383,454	4.3%	\$0	\$44,271	-

ISA records its revenue in the year in which we receive it (i.e. "cash basis"). This includes payments received from the 4th quarter 2008 billings & approx. \$1.2 million from a prior year grant. There is also approx. \$1 million in prior year revenue (fiscal ordinance) that we could receive this year.

2009 vs. 2008 Service Area Contract Comparison

Actual Cost	YTD Sep-09	YTD Sep-08	Variance
TOTAL	\$9,974,824	\$9,834,675	\$140,149
Service Area 1 (Data Center & Network)	\$3,979,287	\$3,983,364	-\$4,077
Service Area 2 (Help Desk & Distributed Computing)	\$2,037,717	\$2,090,691	-\$52,974
Service Area 3 (Application Development)	\$2,453,760	\$2,466,147	-\$12,387
IMAC Initiative (PC Refresh)	\$286,982	\$45,024	\$241,958
True-up Costs	\$1,217,078	\$1,249,449	-\$32,371



ENHANCED ACCESS REVIEW COMMITTEE

DIRECTOR'S REPORT

Third Quarter 2009

Submitted by:

**Ami Guilfoy, President, Local Government Online Indiana
General Manager, IndyGov.Biz
10 West Market Street, Suite 600 Indianapolis, IN 46204
Tel. 317.234.1549**

INDYGOV.BIZ HIGHLIGHTS- THIRD QUARTER 2009

Project Highlights

- In the third quarter, over \$4.5 million dollars was collected on behalf of our City/County agency partners.
- LoGO Indiana deposited \$32,699 from Portal profits into EARC Revenue Share Fund during the third quarter.
- Transactions are down 8% compared to the same period in 2008. Pages seven through nine of this report illustrate the year-to-date comparisons of 2009 versus 2008. The largest decline in service usage came from Criminal Court Searches and Reports and Property Reports.

Development Highlights

- LoGO deployed a new eCheck payment service for Property Tax Payments. This is the first service on the Portal to utilize this payment option and is expected to be a popular customer choice.
- LoGO completed development of the Property Tax IVR solution which deployed on 9/29. The new solution will provide a more user-friendly system including additional validation steps for customers to confirm the correct property and amount. Service volume is expected to increase after property tax bills are sent in late October.

Marketing Highlights

- LoGO worked with members of the EARC to update the new Portal Website design to include updated agency logos.
- LoGO is working with the Treasurer's Office on marketing payment services. First is an update to the Treasurer's website to replace the old IVR number with the new Property Tax IVR phone number. Next, LoGO will provide handout cards with information on the Web and IVR payment options for the Property Tax Payments Service.

Customer Service Highlights

- LoGO updated the subscriber billing process to allow customers to view their bill totals each day rather than at the end of the month.

INDYGOV.BIZ AT A GLANCE

SECOND QUARTER 2009	
Transactions	124,657
Subscribers	Average of 1,695
Statutory Funds Collected	\$4,591,088

INDYGOV.BIZ FINANCIALS- SECOND QUARTER 2009

	JULY 2009	AUGUST 2009	SEPTEMBER 2009	YTD 2009
Revenues	\$138,946	\$127,305	\$134,807	\$1,122,527
Cost of Revenues	\$35,748	\$18,395	\$20,093	\$165,209
Adjusted Gross Revenue	\$103,197	\$108,910	\$114,714	\$957,319
Enhanced Access Revenue Share	\$10,337	\$10,891	\$11,471	\$95,749
Operating Expenses	\$110,768	\$129,979	\$107,521	\$1,026,506
Total Expenses	\$121,105	\$140,870	\$117,342	\$1,122,255
Net Income/Loss –Before Taxes	(\$17,908)	(\$31,959)	(\$2,628)	(\$164,936)
Income Tax (Fed., State, Deferred)	\$2,407	\$8,170	\$7,321	(\$15,823)
Net Income/Loss	(\$20,315)	(\$23,789)	(\$9,949)	(\$149,113)

THREE MONTH TRANSACTION SNAPSHOT

(NOTE: CI/CO REVENUE LINE ITEMS ARE NOT ACCOUNTED AS GROSS REVENUE BY LOGO)

ACTIVITY	July 2009			August 2009			September 2009			2009 Year-to-Date		
	Trans	Ci/Co Rev	LoGO Rev	Trans	Ci/Co Rev	LoGO Rev	Trans	Ci/Co Rev	LoGO Rev	Trans	Ci/Co Rev	LoGO Rev
Criminal Court Services												
Name Search Sub	10,657	\$0.00	\$21,312.00	10,820	\$0.00	\$21,640.00	10,901	\$0.00	\$21,802.00	85,653	\$0.00	\$171,224.00
Name Search Sub CC*	615	\$0.00	\$1,857.42	601	\$0.00	\$1,808.46	592	\$0.00	\$1,805.40	5,519	\$0.00	\$16,725.96
Case Summary Sub	4,208	\$0.00	\$21,030.00	3,056	\$0.00	\$15,280.00	3,637	\$0.00	\$18,185.00	26,400	\$0.00	\$131,890.00
Case Summary CC*	212	\$0.00	\$1,285.20	201	\$0.00	\$1,230.12	179	\$0.00	\$1,095.48	1,948	\$0.00	\$11,897.28
Party Booking Sub	79	\$0.00	\$395.00	69	\$0.00	\$345.00	89	\$0.00	\$445.00	700	\$0.00	\$3,500.00
Party Booking CC	39	\$0.00	\$238.68	30	\$0.00	\$183.60	25	\$0.00	\$153.00	235	\$0.00	\$1,419.84
Total	15,810	\$0.00	\$46,118.30	14,777	\$0.00	\$40,487.18	15,423	\$0.00	\$43,485.88	120,455	\$0.00	\$336,657.08
Civil Court Services												
Case Summary Sub	6,782	\$0.00	\$33,910.00	6,926	\$0.00	\$34,630.00	7,041	\$0.00	\$35,200.00	61,345	\$0.00	\$306,705.00
Case Summary CC*	365	\$0.00	\$2,215.44	357	\$0.00	\$2,172.60	407	\$0.00	\$2,466.36	3,473	\$0.00	\$21,016.08
Judgments Sub	494	\$0.00	\$1,482.00	492	\$0.00	\$1,476.00	557	\$0.00	\$1,668.00	6,368	\$0.00	\$19,101.00
Judgments CC*	52	\$0.00	\$212.16	82	\$0.00	\$334.56	59	\$0.00	\$236.64	522	\$0.00	\$2,111.28
Summons	3,544	\$0.00	\$3,544.00	2,590	\$0.00	\$2,590.00	2,967	\$0.00	\$2,967.00	32,836	\$0.00	\$32,836.00
Tax Warrant	619	\$0.00	\$619.00	564	\$0.00	\$564.00	614	\$0.00	\$614.00	6,346	\$0.00	\$6,346.00
Tax Satisfaction	189	\$0.00	\$189.00	186	\$0.00	\$186.00	264	\$0.00	\$264.00	1,993	\$0.00	\$1,993.00
Traffic Tickets	4,736	\$770,107.40	\$18,978.47	4,526	\$738,678.32	\$17,629.58	5,008	\$828,061.50	\$21,668.42	35,169	\$5,626,781.07	\$145,348.63
Traffic Court OTC	744	\$141,944.40	\$3,596.38	590	\$108,803.50	\$2,700.38	647	\$122,095.50	\$3,101.37	5,966	\$1,167,158.93	\$29,555.25
Environmental Court OTC	10	\$2,873.00	\$67.66	0	\$0.00	\$0.00	0	\$0.00	\$0.00	32	\$7,707.00	\$186.78
Total	17,535	\$914,924.80	\$64,814.11	16,313	\$847,481.82	\$62,283.12	17,564	\$950,157.00	\$68,185.79	154,050	\$6,801,647.00	\$565,199.02
Permit Services												
ROW	386	\$21,438.00	\$1,544.00	270	\$22,814.00	\$1,080.00	380	\$22,059.00	\$1,520.00	2,717	\$207,995.00	\$10,868.00
Electrical	171	\$17,060.11	\$684.00	207	\$24,951.26	\$828.00	198	\$32,516.15	\$792.00	1,364	\$146,757.71	\$5,456.00
Heating & Cooling	447	\$20,534.04	\$1,788.00	403	\$18,973.72	\$1,612.00	389	\$20,470.49	\$1,556.00	3,596	\$153,116.37	\$14,384.00
Plumbing	83	\$6,088.29	\$332.00	87	\$7,890.67	\$348.00	78	\$8,076.39	\$312.00	615	\$47,461.16	\$2,460.00
Sewer	23	\$7,470.00	\$92.00	23	\$10,690.00	\$92.00	41	\$7,915.00	\$164.00	241	\$37,197.00	\$964.00
Electrical self-c tags	6	\$3,333.00	\$18.00	8	\$2,226.00	\$24.00	6	\$1,176.00	\$18.00	58	\$17,847.00	\$174.00
Structural	35	\$8,673.43	\$140.00	77	\$15,819.10	\$308.00	63	\$13,215.28	\$252.00	257	\$71,540.78	\$1,028.00
Master	2	\$1,250.75	\$22.00	3	\$1,859.75	\$33.00	1	\$602.85	\$11.00	40	\$15,332.00	\$440.00

Permitting OTC	308	\$81,319.19	\$1,940.54	284	\$86,165.59	\$2,015.89	274	\$84,682.31	\$1,972.12	2,374	\$679,950.71	\$16,015.74
Contractor License Renewal	3	\$945.00	\$28.08	0	\$0.00	\$0.00	0	\$0.00	\$0.00	38	\$11,655.00	\$346.32
Property Owner Filing	4	\$100.00	\$22.40	8	\$200.00	\$44.80	4	\$100.00	\$22.40	65	\$1,400.00	\$313.60
Property Owner Issue	2	\$80.00	\$1.60	5	\$310.00	\$6.20	4	\$215.00	\$4.30	25	\$1,915.00	\$38.30
Total	1,470	\$168,291.81	\$6,612.62	1,375	\$191,900.09	\$6,391.89	1,438	\$191,028.47	\$6,623.82	11,390	\$1,392,167.73	\$52,487.96
Property Services												
Property Records	3,973	\$0.00	\$11,916.00	3,017	\$0.00	\$9,051.00	2,967	\$0.00	\$8,901.00	31,530	\$0.00	\$94,581.00
Prop Records CC*	314	\$367.20	\$1,264.80	286	\$0.00	\$1,154.64	321	\$0.00	\$1,309.68	3,197	\$954.72	\$12,966.24
Prop Owner History	583	\$0.00	\$583.00	811	\$0.00	\$811.00	914	\$0.00	\$914.00	6,666	\$0.00	\$6,666.00
Prop Owner History CC*	146	\$77.52	\$297.84	124	\$0.00	\$248.88	152	\$0.00	\$310.08	1,187	\$208.08	\$2,405.16
Parcel History	103	\$0.00	\$103.00	95	\$0.00	\$95.00	179	\$0.00	\$179.00	1,605	\$0.00	\$1,605.00
Parcel History CC*	34	\$18.36	\$67.32	29	\$0.00	\$57.12	37	\$0.00	\$75.48	259	\$36.72	\$505.92
Property Tax Payments	2,261	\$953,706.72	\$10,678.90	180	\$55,061.54	\$1,330.76	332	\$86,722.22	\$2,110.86	3,058	\$1,187,853.83	\$14,120.52
MCSD Sale – Big	11	\$110.00	\$33.00	13	\$130.00	\$39.00	8	\$80.00	\$24.00	82	\$794.00	\$246.00
MCSD Sale – Small	12	\$24.00	\$12.00	7	\$14.00	\$7.00	5	\$10.00	\$5.00	96	\$192.00	\$96.00
MCSD Sale – Big CC*	57	\$550.00	\$235.40	43	\$430.00	\$184.04	45	\$450.00	\$192.60	515	\$5,050.00	\$2,161.40
MCSD Sale – Small CC*	35	\$68.00	\$70.72	28	\$56.00	\$58.24	31	\$62.00	\$64.48	270	\$536.00	\$557.44
MCSD Property Sold List	8	\$80.00	\$16.00	2	\$20.00	\$4.00	0	\$0.00	\$0.00	45	\$450.00	\$90.00
MCSD Prop Sold List CC	14	\$140.00	\$45.64	11	\$110.00	\$35.86	5	\$50.00	\$16.30	97	\$970.00	\$316.22
Total	7,551	\$955,141.80	\$25,323.62	4,646	\$55,821.54	\$13,076.54	4,996	\$87,374.22	\$14,102.48	48,607	\$1,197,045.35	\$136,316.90
Police/Sheriff Services												
Limited Criminal	65	\$650.00	\$325.00	79	\$790.00	\$395.00	149	\$1,490.00	\$745.00	1,139	\$11,225.00	\$5,695.00
Limited Criminal – CC	46	\$400.00	\$293.60	44	\$320.00	\$234.88	23	\$230.00	\$168.82	209	\$1,840.00	\$1,350.56
Incident-IPD	560	\$2,800.00	\$560.00	567	\$2,835.00	\$567.00	552	\$2,754.00	\$552.00	4,565	\$22,789.00	\$4,565.00
Incident-IPD CC	339	\$1,665.00	\$712.62	368	\$1,825.00	\$781.10	363	\$1,805.00	\$772.54	2,787	\$13,800.00	\$5,906.40
IPD OTC	328	\$31,892.00	\$970.36	401	\$41,494.00	\$1,238.90	328	\$34,575.00	\$1,024.02	3,205	\$317,995.67	\$9,619.99
Commissary Deposit	82	\$3,766.50	\$323.79	79	\$4,009.00	\$317.60	77	\$3,452.00	\$307.46	851	\$39,490.19	\$3,375.00
Total	1,420	\$41,173.50	\$3,185.37	1,538	\$51,273.00	\$3,534.48	1,492	\$44,306.00	\$3,569.84	12,756	\$407,139.86	\$30,511.95
Licensing Services												
Commercial Parking	0	\$0.00	\$0.00	0	\$0.00	\$0.00	1	\$105.00	\$5.67	26	\$2,730.00	\$147.42
Sidewalk Café	0	\$0.00	\$0.00	0	\$0.00	\$0.00	1	\$169.00	\$6.95	4	\$676.00	\$27.80
Hotel/Motel	0	\$0.00	\$0.00	1	\$189.00	\$7.35	12	\$2,268.00	\$88.20	21	\$3,969.00	\$154.35
Groomer/Kennel/Pet/Stable	0	\$0.00	\$0.00	1	\$25.00	\$4.07	3	\$75.00	\$12.21	9	\$225.00	\$36.63
Second Hand Motor	1	\$20.00	\$3.97	0	\$0.00	\$0.00	12	\$240.00	\$47.64	23	\$460.00	\$91.31

Licensing OTC	8	\$455.00	\$17.26	11	\$650.00	\$24.22	4	\$275.00	\$9.58	62	\$4,569.00	\$154.62
Total	9	\$475.00	\$21.23	13	\$864.00	\$35.64	33	\$3,132.00	\$170.25	145	\$12,629.00	\$612.13
Miscellaneous Services												
Corp Counsel OTC	15	\$2,112.67	\$57.56	23	\$4,054.25	\$104.55	15	\$2,061.40	\$56.53	197	\$34,122.04	\$882.38
ACCD Donations	1	\$48.02	\$1.98	6	\$494.00	\$16.00	5	\$617.56	\$17.44	33	\$1,967.01	\$72.99
ACCD OTC	145	\$7,806.44	\$303.01	92	\$4,896.00	\$191.24	111	\$6,082.00	\$234.86	1,077	\$61,492.44	\$2,325.83
DMD OTC	15	\$6,848.31	\$152.27	11	\$3,440.00	\$80.02	13	\$2,306.20	\$59.38	113	\$32,381.11	\$762.88
Recorder's Office OTC	96	\$2,713.50	\$152.19	80	\$2,131.00	\$123.20	91	\$1,918.00	\$131.18	831	\$22,636.50	\$1,299.33
DPW OTC	7	\$485.00	\$16.84	6	\$570.00	\$17.52	7	\$734.00	\$21.82	58	\$4,340.00	\$145.96
DPW STEP Payments	5	\$246.00	\$15.12	9	\$589.00	\$30.14	9	\$1,444.00	\$47.24	54	\$4,252.00	\$195.20
Indy Parks OTC	220	\$18,572.12	\$595.84	174	\$11,619.32	\$409.86	98	\$5,954.85	\$219.06	1,914	\$145,499.03	\$4,904.38
Total	504	\$38,832.06	\$1,294.81	401	\$27,793.57	\$972.53	349	\$21,118.01	\$787.51	4,277	\$306,690.13	\$10,588.95
GRAND TOTAL	44,299	\$2,118,838.97	\$147,370.06	39,063	\$1,175,134.02	\$126,781.38	41,295	\$1,297,115.70	\$136,925.57	351,680	\$10,117,319.07	\$1,132,373.99

**LoGO Revenue for credit card applications includes 2% payment processing fee for all Credit Card transactions- these are later deducted as a cost of sale.*

2008 AND 2009 REVENUE COMPARISON

ACTIVITY	January 01, 2008 to September 30, 2008			ACTIVITY	January 01, 2009 to September 30, 2009		
	Trans	Ci/Co Rev	LoGO Rev		Trans	Ci/Co Rev	LoGO Rev
Criminal Court Services				Criminal Court Services			
Name Search Sub	113,489	\$0.00	\$226,745.00	Name Search Sub	85,052	\$0.00	\$170,022.00
Name Search Sub CC*	7,356	\$0.00	\$22,227.84	Name Search Sub CC*	5,500	\$0.00	\$16,673.94
Case Summary Sub	24,484	\$0.00	\$122,405.00	Case Summary Sub	26,083	\$0.00	\$130,305.00
Case Summary CC*	2,695	\$0.00	\$16,395.48	Case Summary CC*	1,937	\$0.00	\$11,829.96
Party Booking Sub	913	\$0.00	\$4,565.00	Party Booking Sub	697	\$0.00	\$3,485.00
Party Booking CC	268	\$0.00	\$1,621.80	Party Booking CC	234	\$0.00	\$1,413.72
Total	149,205	\$0.00	\$393,960.12	Total	119,503	\$0.00	\$333,729.62
Civil Court Services				Civil Court Services			
Case Summary Sub	51,561	\$0.00	\$257,472.00	Case Summary Sub	61,002	\$0.00	\$304,990.00
Case Summary CC*	3,694	\$0.00	\$22,460.40	Case Summary CC*	3,448	\$0.00	\$20,863.08
Judgments Sub	7,100	\$0.00	\$21,300.00	Judgments Sub	6,350	\$0.00	\$19,047.00
Judgments CC*	498	\$0.00	\$2,011.44	Judgments CC*	520	\$0.00	\$2,103.12
Summons	33,283	\$0.00	\$33,283.00	Summons	32,632	\$0.00	\$32,632.00
Tax Warrant	7,253	\$0.00	\$7,253.00	Tax Warrant	6,296	\$0.00	\$6,296.00
Tax Satisfaction	2,555	\$0.00	\$2,555.00	Tax Satisfaction	1,971	\$0.00	\$1,971.00
Traffic Tickets	17,168	\$2,387,723.10	\$65,224.15	Traffic Tickets	34,966	\$5,592,732.07	\$144,461.61
Traffic Court OTC	5,257	\$1,031,691.62	\$25,967.73	Traffic Court OTC	5,941	\$1,161,944.93	\$29,424.97
Environmental Court OTC	54	\$13,803.00	\$330.12	Environmental Court OTC	32	\$7,707.00	\$186.78
Total	128,423	\$3,433,217.72	\$437,856.84	Total	153,158	\$6,762,384.00	\$561,975.56
Permit Services				Permit Services			
ROW	3,767	\$349,529.00	\$15,068.00	ROW	2,706	\$207,110.00	\$10,824.00
Electrical	1,515	\$235,812.54	\$6,060.00	Electrical	1,354	\$144,745.67	\$5,416.00
Heating & Cooling	4,149	\$209,712.98	\$16,596.00	Heating & Cooling	3,581	\$152,420.37	\$14,324.00
Plumbing	883	\$103,804.59	\$3,532.00	Plumbing	610	\$46,093.12	\$2,440.00
Sewer	489	\$530,785.00	\$1,956.00	Sewer	238	\$34,262.00	\$952.00
Electrical self-c tags	64	\$20,802.00	\$192.00	Electrical self-c tags	58	\$17,847.00	\$174.00
Structural	117	\$59,375.27	\$468.00	Structural	252	\$71,159.39	\$1,008.00

Master	180	\$103,957.75	\$1,980.00	Master	40	\$15,332.00	\$440.00
Permitting OTC	2,280	\$706,885.22	\$16,464.83	Permitting OTC	2,366	\$678,877.71	\$15,986.12
Contractor License Renewal	0	\$0.00	\$0.00	Contractor License Renewal	38	\$11,655.00	\$346.32
Property Owner Filing	31	\$750.00	\$168.00	Property Owner Filing	65	\$1,400.00	\$313.60
Property Owner Issue	7	\$590.00	\$11.80	Property Owner Issue	25	\$1,915.00	\$38.30
Total	13,482	\$2,322,004.35	\$62,496.63	Total	11,333	\$1,382,817.26	\$52,262.34
Property Services				Property Services			
Property Records	55,354	\$0.00	\$166,011.00	Property Records	31,409	\$0.00	\$94,218.00
Prop Records CC*	3,850	\$0.00	\$15,646.80	Prop Records CC*	3,187	\$954.72	\$12,925.44
Prop Owner History	8,314	\$0.00	\$8,296.00	Prop Owner History	6,613	\$0.00	\$6,613.00
Prop Owner History CC*	1,313	\$0.00	\$2,509.20	Prop Owner History CC*	1,178	\$208.08	\$2,386.80
Parcel History	1,514	\$0.00	\$1,514.00	Parcel History	1,600	\$0.00	\$1,600.00
Parcel History CC*	284	\$0.00	\$552.84	Parcel History CC*	258	\$36.72	\$503.88
Property Tax Payments	0	\$0.00	\$0.00	Property Tax Payments	3,046	\$1,185,230.33	\$14,091.92
MCSD Sale – Big	95	\$935.72	\$285.00	MCSD Sale – Big	82	\$794.00	\$246.00
MCSD Sale – Small	100	\$200.00	\$100.00	MCSD Sale – Small	96	\$192.00	\$96.00
MCSD Sale – Big CC*	499	\$4,960.00	\$2,122.88	MCSD Sale – Big CC*	515	\$5,050.00	\$2,161.40
MCSD Sale – Small CC*	242	\$476.00	\$495.04	MCSD Sale – Small CC*	270	\$536.00	\$557.44
MCSD Property Sold List	44	\$440.00	\$88.00	MCSD Property Sold List	45	\$450.00	\$90.00
MCSD Prop Sold List CC	130	\$1,300.00	\$423.80	MCSD Prop Sold List CC	97	\$970.00	\$316.22
Total	71,739	\$8,311.72	\$198,044.56	Total	48,396	\$1,194,421.85	\$135,806.10
Police/Sheriff Services				Police/Sheriff Services			
Limited Criminal	2,152	\$21,335.00	\$10,760.00	Limited Criminal	1,134	\$11,175.00	\$5,670.00
Limited Criminal – CC	0	\$0.00	\$0.00	Limited Criminal – CC	209	\$1,840.00	\$1,350.56
Incident-IPD	3,453	\$17,235.00	\$3,453.00	Incident-IPD	4,527	\$22,599.00	\$4,527.00
Incident-IPD CC	1,554	\$7,735.00	\$3,310.58	Incident-IPD CC	2,776	\$13,745.00	\$5,882.86
IPD OTC	2,742	\$283,380.70	\$8,432.83	IPD OTC	3,196	\$317,020.67	\$9,591.31
Commissary Deposit	1,274	\$50,363.40	\$4,617.75	Commissary Deposit	848	\$39,304.19	\$3,362.10
Total	11,175	\$380,049.10	\$30,574.16	Total	12,690	\$405,683.86	\$30,383.83
Licensing Services				Licensing Services			
Commercial Parking	1	\$3,780.00	\$168.42	Commercial Parking	26	\$2,730.00	\$147.42

Sidewalk Café	7	\$1,014.00	\$41.70	Sidewalk Café	4	\$676.00	\$27.80
Hotel/Motel	7	\$1,126.65	\$51.45	Hotel/Motel	21	\$3,969.00	\$154.35
Groomer/Kennel/Pet/Stable	18	\$350.00	\$56.98	Groomer/Kennel/Pet/Stable	9	\$225.00	\$36.63
Second Hand Motor	26	\$400.00	\$79.40	Second Hand Motor	23	\$460.00	\$91.31
Licensing OTC	99	\$8,258.00	\$265.12	Licensing OTC	62	\$4,569.00	\$154.62
Total	158	\$14,928.65	\$663.07	Total	145	\$12,629.00	\$612.13
Miscellaneous Services				Miscellaneous Services			
Corp Counsel OTC	248	\$43,572.27	\$1,124.48	Corp Counsel OTC	197	\$34,122.04	\$882.38
ACCD Donations	50	\$3,257.94	\$115.08	ACCD Donations	31	\$1,650.38	\$64.62
ACCD OTC	1,143	\$63,441.24	\$2,431.62	ACCD OTC	1,073	\$61,352.44	\$2,318.95
DMD OTC	114	\$40,668.00	\$929.63	DMD OTC	112	\$32,331.11	\$760.86
Recorder's Office OTC	883	\$24,817.50	\$1,388.07	Recorder's Office OTC	826	\$22,580.50	\$1,293.11
DPW OTC	37	\$2,748.00	\$91.68	DPW OTC	58	\$4,340.00	\$145.96
DPW STEP Payments	21	\$943.00	\$53.54	DPW STEP Payments	53	\$4,203.00	\$192.18
Indy Parks OTC	1,599	\$119,735.59	\$3,716.05	Indy Parks OTC	1,913	\$145,477.03	\$4,902.92
Total	4,095	\$299,183.54	\$9,850.15	Total	4,263	\$306,056.50	\$10,560.98
GRAND TOTAL	378,277	\$6,457,695.08	\$1,123,595.38	GRAND TOTAL	349,488	\$10,063,992.47	\$1,125,330.56

2009 ACTIVE PROJECTS

Project	Agency	Description	Status	Type
Controller's Office-Special Event Permitting Online	Controller's Office-Licensing Section	Create an online interface with Accela to allow for online Special Event Permits filing.	Development/Testing	Project*
Permit Rewrites – Accela Project (12 applications)	DOC	Rewrite existing twelve permit services to interface with Accela.	Development/Testing	Project
IndyBiz Redesign	Various	Recreate design template for IndyBiz Portal.	Testing	Project
Payment for overdue fines/fees	OCC	Create payment application (with option for recurring payments) for Office of Corporation Counsel.	Planning	Project
Boards and Commissions application	Mayor's Office	Redesign IN.Gov Boards and Commissions Application to fit needs of Indianapolis/Marion County.	Development	Project-Time and Materials
OTC Audit Feature	Various	Implement an OTC Audit Feature to ensure all payments in OTC match those processed in TPE due to connection failures.	Development	Project

*** A project is defined as anything with over ten total development and/or project management resource hours.**

2009 COMPLETED PROJECTS

Project	Agency	Description	Status	Type
MST and STR 2009 Folder Creation	DOC	Create folders for 2009 Master and Structural folders.	Deployed	Change Request
Payment Engine Upgrade	Internal – LoGO	Upgrade TPE (the payment engine) to new corporate instance to meet new PCI DSS compliance.	Deployed	Project
Migrate Email	Internal – LoGO	Migrate email to CDC Microsoft server	Deployed	Project
Traffic Ticket Rewrite	Clerk's Office	Rewrite service to include Odyssey eCitation Ticket s as well as JUSTIS tickets fines and fees to be paid online.	Deployed	Project
LCH Upgrade	IMPD	Allow instant access to LCH service and remove pre-approval requirements.	Deployed	Project
Update fund types	ACCD	Update the fund types available for donations.	Deployed	Change Request
Clerk redaction for Tax Warrants	Clerk	Ensure private information is redacted for all old cases on Tax Warrant application.	Deployed	Change Request
Alter database connections to Tidemark	OCE	Ensure permitting applications are connected and pointing to new server location.	Deployed	Change Request
Alter database connections to LAW database	IMPD	Ensure Incident Report Application is connected and pointing to new server location.	Deployed	Change Request
Add Amex and CVV2 code to all .Net applications	Various	All American Express payment option and CVV2 code to all .Net application payment processing pages.	Deployed	Change Request
Property Rewrites (three applications)	Treasurer, Auditor, Assessor's Offices	Rewrite of three current property services to interface with PVDNet system.	Deployed	Project
Property Tax Payments- WEB	Treasurer's Office	Include option for homeowners to pay current property taxes online.	Deployed	Project
Search capabilities	Treasurer, Auditor and Assessor's Offices	Allow parcel numbers with letters to be searched for and found through online system.	Deployed	Change Request
Zero Taxes Due	Treasurer, Auditor and Assessor's Offices	Allow parcel numbers that do not owe property taxes the ability to see the information online.	Deployed	Change Request

2009 COMPLETED PROJECTS

Project	Agency	Description	Status	Type
Comparison Report	OCE	Run comparison report between InfoUSA extract and OCE License Db to identify businesses not registered or with expired licenses.	Distributed	Change Request
Property Tax eCheck Payment	Treasurer's Office	Add eCheck payment option to Property Tax Payment service.	Deployed	Change Request
Property Tax Phone Payment System	Treasurer's Office	Create a Phone Payment Service to complement the web property tax payment service. The service allows payment by credit card or eCheck.	Deployed	Project
Add Amex and CVV2 code to all JAVA applications	Various	All American Express payment option and CVV2 code to all JAVA application payment processing pages.	Deployed	Project
Deferrment Option	Clerk's Office	Create a deferrment page for traffic ticket application.	Deployed	Change Request
Search functionality	Clerk's Office	Update search functionality to include special symbols in the search field.	Deployed	Change Request



RESOLUTION # 09-16

INFORMATION TECHNOLOGY BOARD

Resolution to Approve Amendment Eight to the Contractual Agreement for Information Technology Services (SA3) Daniels Associates, INC.

WHEREAS, Section 281-212(a)(3) of the Revised Code of Consolidated City of Indianapolis and Marion County empowers the Information Technology Board to review, approve and administer major information technology contracts; and

WHEREAS, the City of Indianapolis and Marion County Information Services Agency ("ISA") seeks to extend the existing Agreement between the ISA and Provider; and

WHEREAS, on October 1, 2004 ISA and Provider entered into an agreement for information technology services (the "Original Agreement"); and

WHEREAS, ISA and Provider have previously executed eight (8) amendments to the Original Agreement (the "Amendments"); and

WHEREAS, the Original Agreement, as amended by the Amendments, shall hereafter be referred to as the "Agreement"; and

WHEREAS, ISA and Provider hereby desire to further amend and modify the Agreement by execution of this Amendment No. 8 to extend the Agreement for an additional three (3) years through December 31, 2013 and to add GIS services; and

NOW THEREFORE, in consideration of the mutual undertakings and covenants contained herein, the IT Board authorizes the ISA to enter into an amendment of the Agreement upon the following terms:

- 1) The term of the Agreement shall be extended to December 31, 2013 ("Expiration Date"), subject to appropriation by City/County of funds for the Agreement for such period and unless terminated earlier or extended in accordance with the Agreement (the "Term").
- 2) The pricing for the Agreement shall be as follows:

5.5 Pricing Form

Annual Cost for the ISA Application Services Maintenance and Support

<u>Year</u>	<u>Annual Cost</u>
2010	\$3,832,319.00
2011	\$3,917,890.00
2012	\$3,975,481.00
2013	\$4,082,664.00

Note: The ISA will supply the Provider with PCs and related equipment as well as telephones and voicemail.

The ISA will allow the Provider to the continued use of office desks and equipment Applications Services currently utilized by the Provider throughout the term of the Agreement.



Information Technology Board

Leading the way in enterprise-wide technology

The Annual Cost above includes pass through expenses incurred by the Provider for space leased to perform services under the Agreement in the amount of \$48,000 per annum for 2009 thru 2011, \$50,400 per annum for 2012, and \$51,000 per annum for 2013.

3) All other Terms and Conditions of the Agreement shall remain in full force and effect.

NOW THEREFORE BE IT RESOLVED, the Information Technology Board approves Amendment Eight to extend the Agreement with Daniels Associates, Inc. through December 31, 2013 at an amount not to exceed fifteen million eight hundred eight thousand three hundred fifty four dollars (\$15,808,354.00).

Michael W. Rodman, Chairman
Information Technology Board

Jennifer G. Ruby, Secretary
Information Technology Board

October 27, 2009



RESOLUTION #09-17

INFORMATION TECHNOLOGY BOARD

Resolution to approve an RFQ award and authorized execution of agreement between the Information Services Agency and Woolpert, Inc. For Geographic Information Systems (GIS)

WHEREAS, on January 24, 2006, the Information Services Agency ("ISA") entered into a second agreement ("Agreement") with Woolpert, Inc. for GIS services in the following service areas: Business Consulting, Application Development, Data Services, and System Integration for Marion County, and;

WHEREAS, on January 1, 2008 ISA entered into another Professional Services Agreement with Woolpert, Inc.; and

WHEREAS, the Professional Services Agreement expires on December 31, 2009 with the option to be renewed beyond the expiration by agreement of parties and an amendment to the Agreement; and

WHEREAS, in anticipation of the expiration of Woolpert, Inc., ISA issued a Request for Qualifications (RFQ) for GIS services on August 3, 2009 and there were five responses received; and

WHEREAS, upon review of the RFQ evaluation team each of the proposals in accordance with the criteria set forth in the RFQ which consisted of vendor experience, approach, pricing and presentation and MBE/WBE qualifications; and

WHEREAS, Woolpert, Inc., remains the most qualified candidate for the services; and

WHEREAS, ISA recommends another Professional Services Agreement with Woolpert, Inc. for a four (4) year period beginning January 1, 2010 and expiring on December 31, 2013.

NOW, THEREFORE BE IT RESOLVED, that the Information Technology Board 1) authorizes the Information Services Agency to enter into an agreement with Woolpert, Inc. for Geographic Information Systems services in an amount not to exceed Three Million and Forty Thousand Dollars (\$3,040,000.00); and 2) authorizes the Chief Information Officer to execute said agreement.

NOW THEREFORE BE IT RESOLVED,

Michael W. Rodman, Chairman
(Information Technology Board)

Jennifer G. Ruby, Secretary
(Information Technology Board)

October 27, 2009



RESOLUTION # 09-18

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Amendment to Agreement for Contract to Pictometry for Oblique Aerial Library Image Capturing Services

WHEREAS, Information Services Agency ("ISA") entered into an Agreement with Pictometry International, Corp. to provide Oblique Aerial Library Image Capturing Services on March 25, 2004, through and including March 25, 2006; and

WHEREAS, the parties, by Amendment Number 1, renewed the Agreement for a two (2) year term through and including March 26, 2008; and

WHEREAS, the parties, entered into a second agreement with Pictometry International, Corp. for a two (2) year term through and including March 26, 2010; and

WHEREAS, ISA recommends amending the current agreement with Pictometry International, Corp. for an additional six (6) year term through and including March 26, 2016; and

WHEREAS, Pictometry International, Corp. agrees to provide the Oblique Aerial Library Image Capturing Services for a total cost of Five Hundred Eighty-Three Thousand Sixty-One Dollars (\$583,061.00).

NOW THEREFORE BE IT RESOLVED, that the Information Technology Board authorizes the Information Services Agency to enter into an agreement with Pictometry International, Corp. for the Oblique Aerial Library Image Capturing Services in an amount not to exceed Five Hundred Eighty-Three Thousand Sixty-One Dollars (\$583,061.00); and 2) authorizes the Chief Information Officer to execute said agreement.

Michael W. Rodman, Chairman
Information Technology Board

Jennifer G. Ruby, Secretary
Information Technology Board

October 27, 2009



RESOLUTION # 09-19

INFORMATION TECHNOLOGY BOARD

Resolution to Approve the Cogsdale Maintenance Contract for Support of Financial Account and Management Information Systems (FAMIS) and Advanced Purchase Inventory Control System (ADPICS)

WHEREAS, to ensure continuity of service and performance in providing information technology services, the Information Services Agency ("ISA") requires maintenance coverage of the Financial Accounts and Management Information System and Advanced Purchase Inventory Control System; and

WHEREAS, the duration of the maintenance agreement is 26 months; and


WHEREAS, the total cost for the maintenance agreement for FAMIS and ADPICS will be \$343,029.00; and

NOW THEREFORE BE IT RESOLVED, that the IT Board authorizes the Chief Information Officer, Glen A. Baker to negotiate and execute all reasonable and necessary agreements to obtain maintenance support for the FAMIS and ADPICS systems on behalf of ISA in an amount not to exceed Three Hundred Forty-Three Thousand Twenty-Nine Dollars (\$343,029.00).

Michael W. Rodman, Chairman
Information Technology Board

Jennifer G. Ruby, Secretary
Information Technology Board

October 27, 2009



Leading the way in Strategic Enterprise-wide Technology



Applications Service Model

Contract and Staffing Proposals

Chuck Carufel & Kevin Ortell
Information Technology Board
October 27, 2009

Scope of Proposal

Leading the way in Strategic Enterprise-wide Technology



- Sign new 4 year contract with Woolpert Inc. for technical GIS support
- Sign new 6 year contract with Pictometry International for oblique digital aerial photography
- Sign a 3 year contract extension with DAI for applications services
- Transfer internal GIS applications services to DAI (7 staff members)

IndyGIS Functions

Leading the way in Strategic Enterprise-wide Technology



- Handle over 1000 support calls each year.
- Provide commercial GIS software to City/County users.
- Assist on departmental projects.
- GIS-based applications development.
- Maintain & Facilitate “Enterprise” data
- Create over 3000 printed maps annually

Staff Roles

Leading the way in Strategic Enterprise-wide Technology



- GIS Analyst – This person spends the majority of their time servicing customer requests for support, creating maps, and editing data.
- Web-Developer – This person supports existing applications, the GIS applications infrastructure, and creates template-based GIS web applications.
- Data Analyst – This person manages the GIS data repository and the workflows associated with editing and publishing the GIS data.
- GIS Architect and Developer – This higher-end developer creates new GIS applications, integrations and services. This role is performed by resources provided by an outside vendor, Woolpert.

Recent Accomplishments



Leading the way in Strategic Enterprise-wide Technology

- Integration between the new Accela system and GIS, Property, and the Master Address Database.
- Notification Application
- 2009 Aerial Photography
- Hansen IMS integration to GIS
- SharePoint Map Control Development
- JavaScript Library and Mapping Template
- Voter Information Portal
- Tax Assessment Viewer Enhancements
- Address Lookup Component and Services

Future Initiatives



Leading the way in Strategic Enterprise-wide Technology

Specific applications development projects under consideration for 2010 include:

- Election Results Portal
- Hansen Automated Mapping Viewer
- Government Profile application and Service
- Citizen Service Web Portal

Additional 2010 GIS initiatives may include:

- Pictometry imagery acquisition and implementation.
- Creation of a “Places” locator dataset.
- Refinement of the GIS boundary layer enhancement project.
- Phased implementation of the next major ESRI software release, version 9.4

City/County Service Providers



Leading the way in Strategic Enterprise-wide Technology

Pictometry International

- Provides digital oblique aerial photography through a patented process. ISA is requesting Board approval for a new 6-year contact with an average annual cost of \$97,176.00

Woolpert Inc

- Valuable partner to IndyGIS since January 2003, assisting ISA with various aspects of its GIS initiatives. Augment of the GIS staff in four key areas, Business Consulting, Data Services, GIS Systems Integration, and Application Development. ISA is requesting Board approval for a new 4-year contact at an annual not-to-exceed cost of \$760,000.00

DAI

- As a partner to ISA since 1984, DAI has long provided both support and development services for the property system, JUSTIS, and courts case management. In addition, DAI provides applications development, enhancement and support services for most custom developed and third-party applications. ISA is requesting Board approval of a three-year contract extension at a not-to-exceed cost of \$15,808,354

Pictometry Contract Proposal



Leading the way in Strategic Enterprise-wide Technology

- 6 year contract value is \$583,060.04 (2010-2016)
 - Oblique aerial imagery - Patented
 - Traditional aerial imagery
 - Viewing and Change Detection software
- Patented process – no competitors
- Discount savings of ~\$28,000 over 6 years
- Survey indicates that one hour of Pictometry use often saves 3-4 hours of field work
- Invaluable in the assessment and property tax appeal process. (2006 view)
- Crucial during review process for permit issuance

Woolpert Contract Proposal



Leading the way in Strategic Enterprise-wide Technology

- Q309 RFQ - Woolpert submitted winning proposal
- 4 year value of agreement is \$3,040,000 (2010-2013)
- Provides the following services:
 - GIS Systems Integration
 - GIS Applications Development
 - Business Consulting
 - Data Services
- Contract savings of \$428,000 over 4 years

DAI Contract Proposal



Leading the way in Strategic Enterprise-wide Technology

- 3 year extension to current contract (2011-2013)
- 4 year value of agreement will be \$15,808,354 (2010-2013)
- Includes Sr. Data Analyst
 - Will assist with understanding and documenting our different systems. Will be imperative in expediting report writing for such projects as Accela.
- Includes 7 internal GIS staff moving to DAI
 - Increased collaboration as the Enterprise continues to emphasize GIS components in most of its development

Internal GIS Staff Proposal



Leading the way in Strategic Enterprise-wide Technology

Merging internal GIS support with the enterprise applications support provided by DAI will drive several important benefits

- A closer connection between the DAI developers and the GIS specialists.
- Implementation of a standardized support methodology across all third-party applications as well as GIS applications and services.
- Cross-training of GIS and existing DAI support staffs to provide a single applications support source for our customers, thereby improving service.
- Greater opportunity for the GIS staff to expand their technical knowledge and contribute to other ISA initiatives.

Staff Merging With DAI



Leading the way in Strategic Enterprise-wide Technology

- 7 Staff Members moving to DAI, all but 1 will start on 1/1/10
 - The 7th will start on 6/1/10 due to vesting date
- No position will be eliminated in 2010
- Immediate pay increase with potential to earn merit raises and profit sharing
- Will maintain current vacation hours first year. Will step down to no less than 4 weeks by year 3
- Eligible for benefits day one
- More opportunities for technical advancement, training, and job opportunities.

Financials

Leading the way in Strategic Enterprise-wide Technology



Current Applications Service Model & Contracts

	2009	2010	2011	2012	2013
ISA Internal Apps Development Staff Costs - 1% Increases	\$511,115	\$516,226	\$521,388	\$526,602	\$531,868
DAI Contract - Current Deal Extended	\$3,271,680	\$3,535,904	\$3,535,904	\$3,535,904	\$3,535,904
Woolpert Contract - Current Deal Extended	\$867,000	\$867,000	\$867,000	\$867,000	\$867,000
Pictometry - New Two Year Deal	\$83,091	\$101,500	\$101,500	\$101,500	\$101,500
	\$4,732,886	\$5,020,630	\$5,025,792	\$5,031,006	\$5,036,272
					\$24,846,587

Proposed Applications Service Model & Contracts

	2009	2010	2011	2012	2013
ISA Internal Apps Development Staff Costs	\$511,115	\$36,000	\$0	\$0	\$0
DAI 3 Year Contract Extension Includes Apps Staff Outsourcing	\$3,271,680	\$3,832,319	\$3,917,890	\$3,975,481	\$4,082,664
Woolpert Contract - New 4 Year Deal	\$867,000	\$760,000	\$760,000	\$760,000	\$760,000
Pictometry - New 6 Year Deal	\$83,091	\$83,226	\$80,391	\$101,566	\$98,731
	\$4,732,886	\$4,711,545	\$4,758,281	\$4,837,047	\$4,941,395
					\$23,981,154

Proposed 4 year Savings > \$800,000



Questions?



Maintenance Agreements Overview

Kevin Ortell
Information Technology Board
October 27, 2009



Leading the way in Strategic Enterprise-wide Technology



History

- Ownership of maintenance agreements varied between ISA and the various Departments & Agencies
- NG handled Schedule B Items direct and Schedule H through pass through
 - Schedule B was part of base NG contract
- Lacked direct ISA management or oversight of these agreements



Today

- ISA manages most of the enterprise maintenance agreements
- Involved process with the goal of right sizing all agreements and looking for ways to save money
 - Starts 6 Months prior to renewal date
 - Involves ISA, departments, and our vendor partners
 - Looking at cost, hours of support, level of coverage, terms of agreement, time & materials cost, usage by customer, long term plan for product, etc.



Leading the way in Strategic Enterprise-wide Technology



Magnitude

- 151 agreements
- \$5,131,042 (2008 Cost); 13 agreements over \$100k
- 64 of the agreements expire in December
- Average agreements per month (minus December) is 8
- Over \$155,000 in annual savings since June

Challenges

- Vendor annual cost increases (average 6%)
- Lack of contract documentation
- Volume/Level of effort
- Changing technologies



Leading the way in Strategic Enterprise-wide Technology



Sample of Agreements

Vendor	Product	Renewal Date	2009 Cost
Dell	Microsoft Enterprise Agreement	03/31/2010	\$1,491,865
NEC	AFIS	12/31/2009	\$410,398
CA	MVS Foundation Software	12/31/2009	\$296,399
SunGard	Disaster Recovery Services	12/31/2009	\$278,292
Dell	Symantec Antivirus & E-vault	06/27/2010	\$216,024
Custom Guide	Quick Reference Library	09/18/2011	\$671
Bell Industries	Red Hat Linux	12/31/2009	\$670
Advantage International	Add 2 Exchange	06/10/2010	\$400
Sparx Systems	Enterprise Architect Corp	03/31/2010	\$367
ESRI	Support for ArcPad	06/29/2010	\$295



Leading the way in Strategic Enterprise-wide Technology



Agreements requiring IT Board approval by end of year

Vendor	Product	Renewal Date	2009 Cost Est.
IBM	OS/390 Maintenance	12/31/2009	\$112,644
NEC Corp.	AFIS	12/31/2009	\$410,398
Computer Associates	MVS Foundation Software	12/31/2009	\$296,399
Cogsdale	Online FAMIS and ADPICS	12/31/2009	\$184,708
SunGard Availability Services	Disaster Recovery Services	12/31/2009	\$278,292
Xerox	Printer Maintenance	12/31/2009	\$116,315
Xerox	Printer Maintenance	12/31/2009	\$116,315
	Packaged Solution Financing		
IBM	Mainframe SW	12/31/2009	\$149,304
ESRI	ArcInfo Maintenance	12/31/2009	\$113,400



Questions?



2009 Minority & Women-Owned Business Enterprise

Information Technology Board

October 27 2009

Aaron V. Hood, Chief Financial Officer



Leading the way in Strategic Enterprise-wide Technology

Notes:

Only M/WBEs on the City's certified vendor list are being counted towards this calculation. All M/WBEs not on the list are encouraged to obtain City certification.

ISA has been working closely with the Department of Minority Business Development & the Purchasing Department in fine tuning our reporting to be consistent with all Departments & Agencies reporting these statistics now.

ISA thanks our core vendor-partners: Northrop Grumman and Daniels & Associates, Inc. for their efforts supporting this initiative.



Leading the way in Strategic Enterprise-wide Technology



MBE/WBE Statistics for 3rd Quarter

- **Net Character 3 Spending:** **\$4,130,638**
 - ✓ *(excludes dollars outside of ISA or vendor-partner control – i.e.*
 - ✓ *“Pass-through” customer items, maintenance agreements, etc.)*
- **Total Dollars spent with M/WBEs** **\$ 891,676**
- **Net M/WBE %** **21.59%**
- **Breakdown:**

MBE	\$ 591,935	14.33%
WBE	\$ 287,500	6.96%
MBE/WBE	\$ 12,241	0.30%



Leading the way in Strategic Enterprise-wide Technology



MBE/WBE Statistics YTD (thru 3rd Qtr)

➤ Net Character 3 Spending:		\$12,298,240
✓	<i>(excludes dollars outside of ISA or vendor-partner control – i.e.</i>	
✓	<i>“Pass-through” customer items, maintenance agreements, etc.)</i>	
➤ Total Dollars spent with M/WBEs		\$ 2,215,784
➤ Net M/WBE %		<u>18.02%</u>
➤ <u>Breakdown:</u>		
MBE	\$ 1,283,938	10.44%
WBE	\$ 442,517	3.60%
MBE/WBE	\$ 489,328	3.98%



Leading the way in Strategic Enterprise-wide Technology

QUESTIONS?

INFORMATION SERVICES
AGENCY
200 E. Washington Street, Suite 1942
www.indygov.org
317-327-3100

Date Approved	Dept.	Description	Vendor	Annual \$ Amount	Total \$ Amount	Funding Department or chargeback	MBE/WBE	Notes
1/16/2009	ISA	Public Pay Telephone Commission Agreement	Telephone Technologies	\$ -	\$ -	ISA	No	Commission based
3/11/2009	ISA	Project portfolio framework-improvement and cost savings opportunities	NC Enterprise	\$ 21,000.00	\$ 21,000.00	ISA	No	Chris Pichereau
3/11/2009	ISA	Ethernet Connectivity to 901 N. Post Rd	Time Warner	\$ 15,192.00	\$ 15,192.00	ISA	No	
3/31/2009	ISA	Business Analyst for Accela Project	Quest	\$ 50,000.00	\$ 50,000.00	ISA	No	Chris Horne
5/5/2009	ISA	ISA In Scope Services including PC Refresh	WA Township	\$ -	\$ -	ISA	No	Interlocal
6/4/2009	ISA	Professional Service Agreement for Access database to hold ISA cost data	Steven Heiniger	\$ 4,000.00	\$ 4,000.00	ISA	No	
6/18/2009	ISA	Professional Service Agreement for Consultant work with Project Sponsor	Direct Path	\$ 15,000.00	\$ 15,000.00	ISA	No	Jon Kiser
6/10/2009	ISA	Professional Service Agreement for Consultant	Theoris	\$ 50,000.00	\$ 50,000.00	ISA	No	Ted Shockey
7/31/2009	ISA	Assessment and review regarding reports associated with Accela	Crowe	\$ 5,000.00	\$ 5,000.00	ISA	No	
7/13/2009	ISA	Create and maintain accessibility to public information through electronic transactions.	LoGO	\$ -	\$ -	ISA	No	Self-funded model
8/1/2009	ISA	Membership in Executive Program / Assist IT in Strategic Advise	Gartner	\$ 99,496.00	\$ 99,496.00	ISA	No	Membership
8/12/2009	ISA	Altiris Helpdesk Tool	Dell	\$ 70,000.00	\$ 70,000.00	ISA	No	
8/19/2009	ISA	"Healthcheck" Consultant to review application on Oracle Seibel	Oracle	\$ 10,893.00	\$ 10,893.00	ISA	No	
8/13/2009	ISA	Master Service Agreement for Project Management, Business Analyst	Quest	\$ -	\$ -	ISA	No	Future SOW
9/14/2009	ISA	Professional Service Agreement for Consultant	Theoris	\$ 49,200.00	\$ 49,200.00	ISA	No	Greg Hershberger
9/15/2009	ISA	Productivity Services including Email, File Storage	City of Southport	\$ -	\$ -	ISA	No	Interlocal
9/15/2009	ISA	Identify and assess opportunities to drive down Mainframe services	Raymond Hill	\$ 72,000.00	\$ 72,000.00	ISA	No	
10/15/2009	ISA	Consultant on Microsoft Office SharePoint Server	THOR	\$ 1,000.00	\$ 1,000.00	ISA	No	
10/9/2009	ISA	iRecord Maintenance Support 24/7	Word Systems	\$ 18,968.00	\$ 18,968.00	ISA	No	
	ISA					ISA		
	ISA					ISA		